

2005 ANNUAL REPORT



HEALTH CARE AT HOME

VA DESERT PACIFIC
HEALTHCARE NETWORK



Serving those who served



Prevention and Outpatient Care

We provide a full range of primary, specialty and subspecialty care to outpatients at our medical centers, ambulatory care centers and at community clinics throughout Southern California and Southern Nevada. Skilled primary care teams focus on preventing illness and managing the health of veterans through annual preventive screenings, immunizations and education. Specialized medical, surgical and mental health care is also provided to avoid hospitalization and keep veterans home with their families.



Acute Hospital Care

Hospital care and emergency services are available at medical centers in San Diego, Loma Linda, Long Beach and Los Angeles. In Las Vegas, acute hospitalization is currently provided through a Joint Venture with the Air Force at the Mike O'Callaghan Federal Hospital. Specialty services such as open-heart surgery, neurosurgery and radiation therapy are provided at central sites within the Network. Specialized programs also provide care to veterans with HIV/AIDS, Parkinson's disease and other conditions.



Mental Health Care

A wide variety of mental health services are provided to veterans suffering from emotional stress and readjustment issues, substance abuse, homelessness, acute and chronic psychiatric illnesses and Post Traumatic Stress Disorder (PTSD). Our behavioral health care teams ensure that those in need receive the best treatment in the most appropriate setting. Patients move through different levels of care according to their changing needs. Partnerships have been established with community agencies to provide homeless services, transitional housing and job assistance. Mental Illness Research, Education and Clinical Centers also enhance care.



Long Term Care

The primary goal of our long term care program is to keep veterans in their homes or with their families as long as possible by providing a variety of home-based care and rehabilitative services. Home care options include Home Based Primary Care, Tele-home Care, Homemaker Services, Adult Day Care and Respite Care. For veterans needing more services, Nursing Home Care is provided at VA centers in Loma Linda, Long Beach, San Diego, Los Angeles, Sepulveda and at contract sites in the community. Geriatric Research, Education and Clinical Centers also enhance the care provided to the aging veteran.



Specialty Care

We specialize in providing care to veterans experiencing problems related to their military service both as recently returned combat veterans or from conflicts in the past. We offer acute and ongoing rehabilitative services at all sites as well as extensive care for veterans with spinal cord injuries at Long Beach and San Diego. We custom fabricate and fit prosthetic limbs and other medical and adaptive devices. Care to former POWs and those exposed to hazards associated with military service are also a high priority.

*Our mission
is to honor
America's
veterans by
providing
exceptional
health care
that improves
their health
and well being.*

Message from our Network Director



Message from our Network Director:

This year was marked by a number of significant achievements which further enhanced our ability to provide veterans in Southern California and Southern Nevada with high quality accessible health care.

The quality of our clinical care and patient satisfaction ranks among the best available as we continue to make it easier for our patients to access services. Additional funding support received at the end of the fiscal year helped us to reduce the wait for clinic appointments, purchase much needed equipment, and maintain our buildings.

We were also able to enhance mental health and home care services during the year. Mental health services are now available at all but the smallest community clinics. In some cases, services are provided through the use of technology that links to mental health providers at another site. Additionally, through the use of new technology, it is now possible for us to conveniently monitor the health status of patients daily while in their home.

Locally and nationally we invested in ways to improve outreach and care to returning service members from Iraq and Afghanistan and to underserved veterans throughout our Network. Through the help of our stakeholders, we were able to effectively implement important changes to improve care to those veterans who represent our core mission.

We continued to implement the final VA National Capital Asset Realignment for Enhanced Services (CARES) plan by moving forward with the design of a new VA Medical Center in Las Vegas, a Blind Rehabilitation Center in Long Beach, seismic and other capital projects, plus the development of a land use plan for the West Los Angeles Medical Center campus.

We encourage and value your input to help us continue to improve. Please don't hesitate to contact me or the Director of your local VA Medical Center to offer your comments and suggestions. Again, thank you for your support throughout the year and I look forward to another year of working together in continuing to advance and improve care and service to our veterans.

Sincerely,

*Kenneth J. Clark, FACHE
Network Director, VA Desert Pacific Healthcare Network*

**VA DESERT PACIFIC
HEALTHCARE NETWORK**



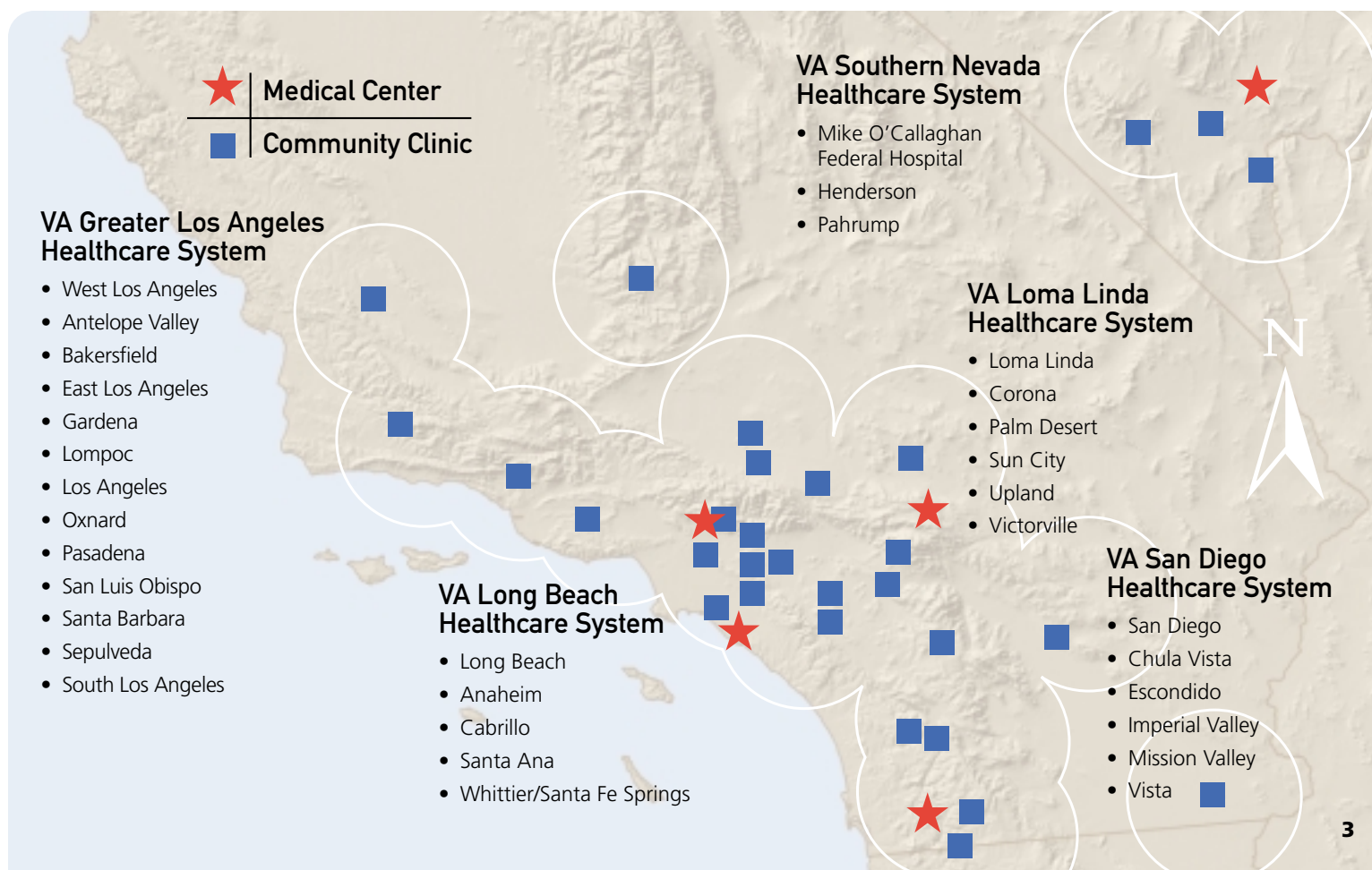
Governance and Decision Making

Our organizational structure is modeled after the world-renowned Malcolm Baldrige principles of performance excellence. This structure has assisted in making significant improvements in our performance and has brought us closer to achieving our goal of creating one seamless system of care for veterans in Southern California and Southern Nevada. Under this organization, senior-level leaders provide direct, on-site leadership at one of the Network's facilities while maintaining full responsibility for key Network program operations. Membership on Network councils and committees is both inter-facility and interdisciplinary to ensure broad representation.

We believe our organization brings improved access to high quality health care services to veterans while assuring our management systems keep pace with the ever-changing health care environment.

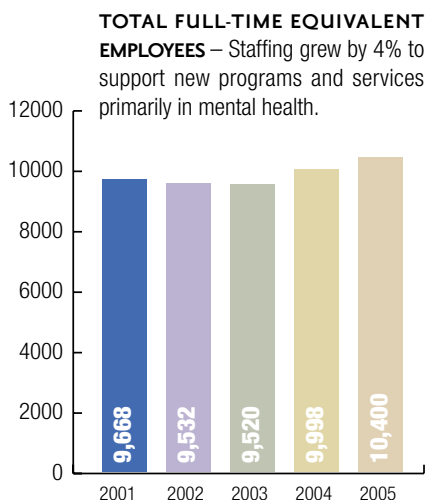
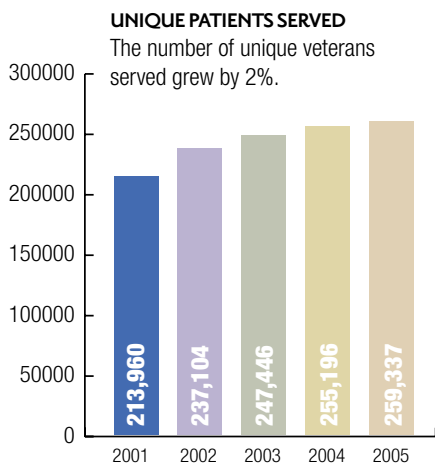
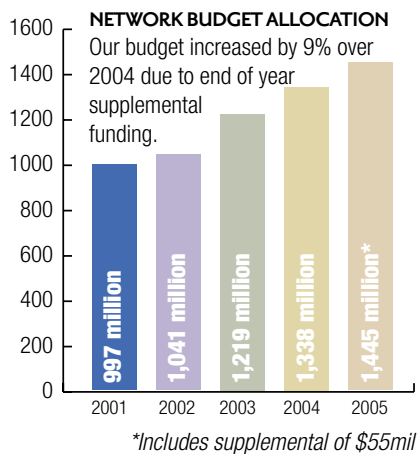
SERVING VETERANS THROUGHOUT SOUTHERN CALIFORNIA & SOUTHERN NEVADA

VA Desert Pacific Healthcare Network is one of 21 Healthcare Networks or Veterans Integrated Service Networks (VISNs) operated nationwide by the United States Department of Veterans Affairs (VA). We are comprised of five hospitals and 28 community-based clinics serving 1.2 million veterans residing in the 110,000 square miles that encompass Southern California and Southern Nevada.



2005

Our Year In Review



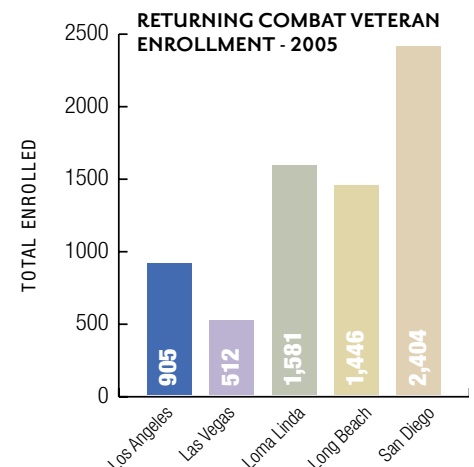
This year our goal was to improve access, develop new programs and enhance quality with a limited budget and rising health care costs. Our full time equivalent employees rose slightly to 10,400 with 755 FTEE physicians and 1,978 professional nurses. We operated 1,905 beds including 917 acute, 639 nursing home, 321 domiciliary and 30 psychiatric residential beds. Our medical research and health professions education continued to be one of the largest in the VA system training 743 medical residents and thousands of nursing and allied health students. Over 615 researchers conducted in excess of 2,000 projects with more than \$100 million in total funding. We provided priority care to returning combat veterans from Iraq and Afghanistan enrolling 6,848. We stood ready to provide back-up clinical support to the Department of Defense and served as a national resource after hurricanes Katrina and Rita devastated the Gulf coast. Hundreds of employees volunteered to assist with disaster relief efforts with over 50 deployed to provide much needed assistance.

We continued our strong affiliation with some of the finest medical schools in the United States including:

- University of California, Los Angeles (UCLA)
- University of Southern California (USC)
- University of California, San Diego (UCSD)
- University of California, Irvine (UCI)
- University of Nevada (UN)
- Loma Linda University (LLU)

We are home to a number of VA Centers of Excellence including Post Traumatic Stress Disorder (PTSD), Geriatric Research and Clinical Care, Patient Safety, Parkinson's Disease Research and Education Center, Homelessness, Mental Illness Research Education and Clinical Care, Spinal Cord Injury, Cardiac and Neurosurgery, Radiation Therapy, HIV/AIDS, Alzheimer's Care, Comprehensive Rehabilitation, Renal Dialysis and Epilepsy Care.

We provided priority care to returning combat veterans from Iraq and Afghanistan



CARES – CAPITAL ASSET REALIGNMENT FOR ENHANCED SERVICES

The results of the national VA CARES or Capital Asset Realignment for Enhanced Services planning initiative for our Network included the development of 10 Major Capital Projects totaling over \$900 million. The projects will address gaps in facilities and services identified throughout the Network. In addition, a national contractor has undertaken a study of the land at the West Los Angeles VA Medical Center with stakeholder input gathered through a Local Advisory Panel established for the site. Two public hearings were held in 2005 with the Secretary of Veterans Affairs to make a decision on a plan in 2006.

CARES Major Construction Projects:

- Las Vegas – New VA Medical Center and Nursing Home
- Long Beach – New Blind Rehabilitation Center and Seismic Corrections
- Greater Los Angeles – Seismic Corrections, Replacement Nursing Home and Research Building
- San Diego – Seismic Corrections, New Research Building
- Loma Linda – New Clinical and Research Additions

The projects will address gaps in facilities and services identified throughout the Network.

VA IN THE NEWS

Today's VA hospitals are models of top-notch care
U.S. News & World Report, July 2005

The Best Care Anywhere
Today's troops are headed into the country's best health care system – the VA. If you just did a double-take, it's time to look again at veterans hospitals. Their remarkable turnaround points the way toward curing America's health care crisis.
Washington Monthly, January/February 2005

Revamped Veterans' Health Care Now a Model
Washington Post, August 22, 2005

Leading Healthcare to Safety
Frontiers of Health Services Management, Fall 2005

VA Among "Best Places to Work" in Federal Sector
Partnership for Public Service, September 23, 2005

Today 90% of eligible VA patients receive pneumococcal vaccinations – *The American Journal of Managed Care, November 2004*



We Have Improved Outcomes and Performance

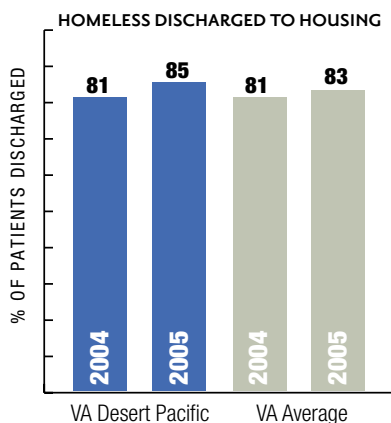
- Improved overall quality performance scores meeting or exceeding VA goals.
- Conducted team building, performance improvement and rapid cycle improvement classes at each facility.
- Sponsored facility and network performance improvement fairs to recognize teams for innovative quality projects.
- Analyzed performance measure data at community clinics.
- Shared and reinforced clinical reminders to prompt providers that provide care such as flu shots and mammograms.
- Purchased and installed National Registry of Cardiopulmonary Resuscitation (NRCPR) Software to compare outcomes and processes.
- Implemented network-wide participation in the Institute of Healthcare Improvement's "100,000 Lives Campaign," which saves lives through inpatient care improvements.
- Met resident supervision goals in medicine and psychiatry and improved scores in surgery.
- Increased percent of patients receiving new primary care appointments within 30 days to 96%.



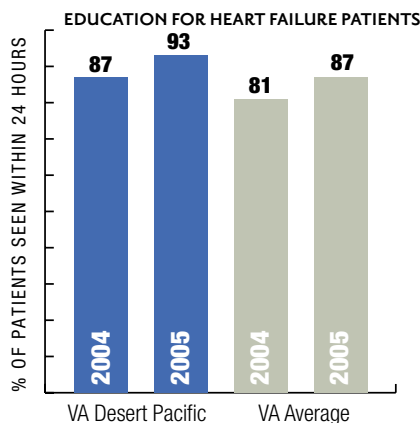
Promoted a Culture of Patient Safety

- Developed a network emergency communications plan.
- Used Root Cause Analysis data to identify and improve diagnostic delays.
- Implemented a Continuous Readiness Program. All network facilities visited shared strong practices and opportunities for improvement.
- Increased the number of patient safety related goal sharing projects.
- 91% of staff completed 2 hours of patient safety education.
- Implemented a Green Environmental Management System (GEMS) program at all sites.
- Awarded a contract to complete a hazards assessment at all network facilities.
- Sent over 50 staff to assist Gulf Coast VA facilities with relief efforts following hurricanes Katrina and Rita.
- Developed Full Disclosure Training for staff at all facilities to assist them in notifying patients of adverse events.
- Expanded web-based Hazardous Alert and Recall System to other networks.

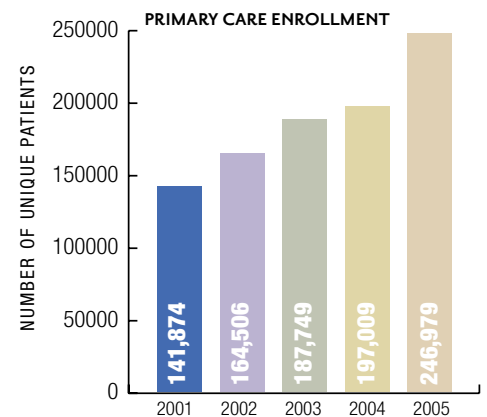
Homeless program patients discharged to planned housing improves – We continue to enrich our homeless programs to provide additional options for placing patients into housing, treatment programs and jobs.



Heart failure patients receive instructions on diet, weight and medication – 93% of patients receive instructions prior to discharge from the hospital on how to manage their diet, weight and medications to improve their health status and prevent readmission.



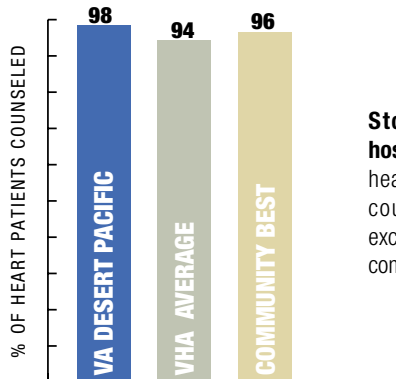
Patients with primary care providers continue to increase – An additional 20% of enrolled veterans received a primary care provider. The provision of primary care improves the overall coordination of care and patient and provider satisfaction.



We Have Improved the Coordination and Integration of Care

- Implemented a Network Utilization Management Committee to monitor the continuum of care.
- Participated in a national VA HIV project which included the implementation of a new HIV clinical reminder.
- Received \$1.6 million in funding to fill gaps in mental health programs.
- Established Mental Health Consumer Councils and Intensive Case Management Programs at all network facilities meeting criteria.
- Improved the seamless transition of combat veterans from military to VA health care.
- Developed post traumatic stress disorder education/resources for returning veterans.
- Implemented Inpatient Flow Intensive Care Unit Collaboratives at Loma Linda using Institute of Healthcare Improvement guidelines.
- Expanded use of Advanced Clinic Access initiatives by holding five network learning sessions.
- Improved network transfer coordination and referrals to increase access, quality and reduce contract care.
- Implemented a Network Chiropractor Policy.
- Received research funding for a three-year collaborative on smoking cessation.
- Shared resident supervision data collection, monitoring and reporting tools throughout the network.
- Implemented improvements in prosthetics, radiology, pharmacy and laboratory services.

STOP SMOKING COUNSELING



Stop smoking counseling for hospitalized heart patients – 98% of heart patients received stop smoking counseling while hospitalized. This exceeded the VA average and the best community scores.

Our goals for 2006

- Meet all clinical performance targets.
- Implement a comprehensive mental health strategic plan that addresses gaps in care.
- Complete a redesign of the network transfer coordination and contract hospitalization programs.
- Enroll 1,000 veterans in the new home tele-health program.
- Implement best known practices in clinical care network-wide.
- Develop Greater Los Angeles Healthcare System as the network Level II Poly-Trauma Center for returning combat veterans.
- Implement actions to increase quality and efficiency in clinical and administrative programs.
- Reduce appointment no-show rates to 10% in all clinics.
- Track provider panel data to improve access and quality.
- Identify standardized items for provider profiling and privileging across the network.
- Continue Advanced Clinic Access learning sessions to expand education and use.
- Develop and implement transfer referral agreements for cardiothoracic and neurosurgery.
- Develop methods for patients to share in health care decision-making.
- Achieve 100% implementation of iMed consents.
- Increase tele-imaging and tele-pathology usage.
- Be 90% compliant in all areas of resident supervision.
- Develop the MOVE Weight Reduction Program at all facilities.
- Improve medical resident satisfaction scores by 5%.
- Develop a standardized tool to track resident time and attendance.
- Develop a training program for use of personal protective equipment training 100% of appropriate employees.

Cost Effectiveness *Optimize resources*

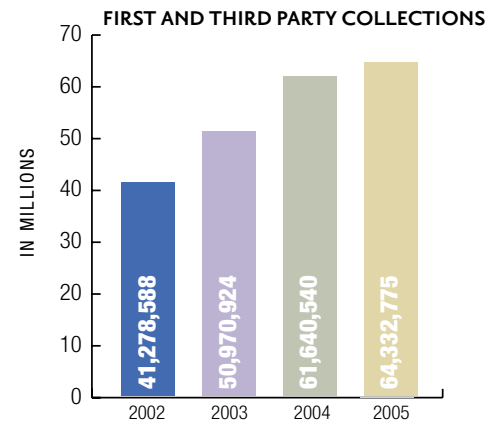
We developed sound financial strategies and achieved goals:

- Reduced workers' compensation costs by 4.5%.
- Improved workers' compensation submission rates to achieve 94% compliance to standards.
- Exceeded the national targets for financial indicators.
- Increased the number as well as the dollar amount of sharing agreements with the Department of Defense.
- Exceeded 2004 first and third party medical care collections by 4.5%.
- Increased contracting and procurement activities with various special emphasis vendors, including service-disabled veteran-owned small businesses.

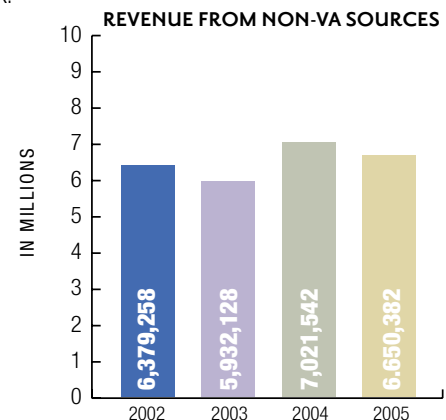
We aligned network financial structure and processes:

- Maintained the security of all information management systems.
- Implemented the virtual consolidation of payroll and travel in the network.
- Established network-wide workers' compensation policies and procedures to address general operations, continuation of pay and billing standards.
- Implemented the VA National Generic Inventory Package to improve inventory management at all sites.
- Increased network-wide standardization and consolidation in contracting and procurement to achieve best value for goods and services.
- Improved the efficiency, product quality and customer service of laundry operations.
- Negotiated and implemented a contract with Blue Cross to enhance third party collections allowing network facilities to bill for all California plans, including HMOs that were previously out of reach.
- Established a Network Business Implementation Manager position to coordinate patient business and billing operations.
- Implemented an insurance incentive award program.

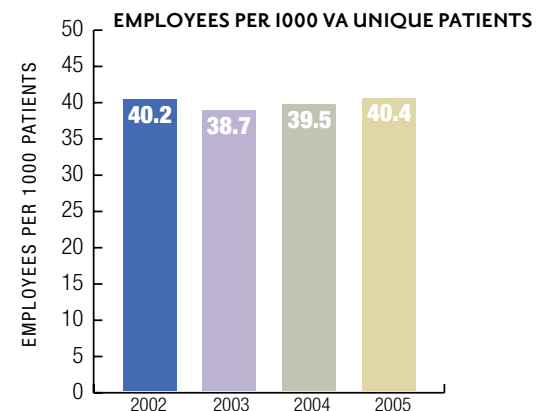
Collections Continue to Improve – The Network increased collections by 4.5%. An aggressive campaign is currently underway to improve the collection and verification of insurance information. Collections include payments from patients, insurance companies and other third-party payers. Money collected through this program directly supports our financial needs.



Non-VA Revenue Decreased – Alternative revenue decreased by 5% due to a generalized reduction in contract/sharing activity across the Network.



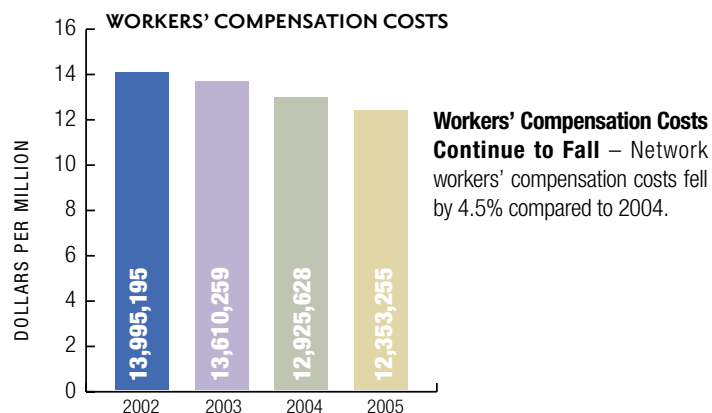
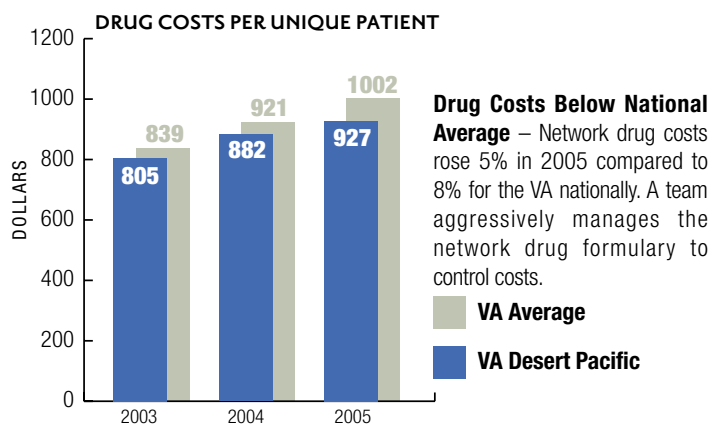
Efficiency Measures Implemented – Efficient business practices have allowed us to provide care to veterans without significant staffing increases. We remain consistent with national VA employment trends.



to benefit veterans

We improved utilization of clinical resources:

- Established a work group to standardize contract hospitalization procedures and reporting requirements.
- Completed demolition of 300,000 square feet of seismic deficient property at Long Beach.
- Developed a provider prescribing profile for implementation as a pilot at all facilities.
- Instituted seven internal performance measures to improve pharmacy productivity with an additional 19 added to control drug costs.
- Updated prosthetics policies to provide one network standard of care and control costs.
- Implemented new information systems to improve performance and reliability of information technology.
- Provided clinical data for analysis and improvement through the Data Warehouse.



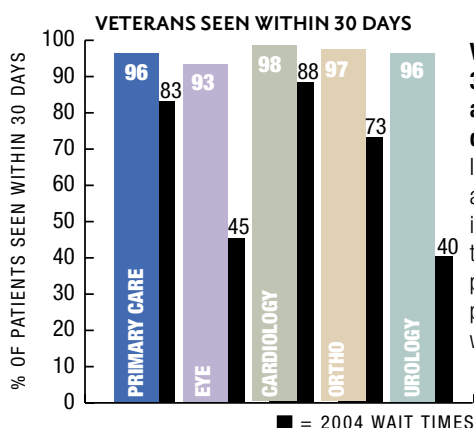
Our goals for 2006

- Increase efficiency in eight critical areas including laboratory, radiology, pharmacy, prosthetics, contract hospitalization, purchasing and utilization management.
- Standardize contract hospitalization processes and procedures.
- Develop network contracts for high-cost complex procedures.
- Initiate clinical studies to reduce contract hospitalization costs.
- Reduce workers' compensation costs by 5%.
- Expand Advanced Clinic Access principles to improve administrative functions.
- Perform efficiency review of supply chain processes for opportunities to standardize.
- Improve, standardize and consolidate revenue cycle activities.
- Increase competitive sourcing by 5%.
- Meet or exceed first and third party billing goals and other financial measures.
- Increase revenue from Department of Defense sharing by 5%.

Access

Provide easy access to care, expertise and knowledge

- Provided 98% of veterans with access to high quality VA primary care within 30 miles of their homes.
- Increased the provision of mental health services within community clinics.
- Collaborated with the State of California in the construction planning for the new 400-bed State Veterans' Home to be located on the VA West Los Angeles Campus.
- Initiated the design of the 750,000 sq. ft. new VA Medical Center at Las Vegas.
- Obligated the lease for construction of a new VA clinic in Santa Maria, CA.
- Sent 35,000 letters to recently discharged veterans from Iraq and Afghanistan informing them of their VA health care benefits.
- Doubled our enrollment of recently discharged combat veterans to 6,848.
- Received designation of VA Greater Los Angeles Healthcare System as a Level II Polytrauma Center for returning combat veterans.
- Implemented Institute for Healthcare Improvement (IHI) initiatives such as group appointments and reduced patient no-shows to improve access to care.
- Implemented a system of priority access for service-connected and combat veterans.
- 96% of patients received primary care appointments within 30 days.
- Exceeded national goals and enrolled 610 outpatients in our home tele-health program.
- Conducted CARES Local Advisory Panel hearings as part of developing a Capital and Re-Use Plan for the West Los Angeles campus of the Greater Los Angeles Healthcare System.



Veterans seen within 30 days of requested appointment increases dramatically

Implementation of open access and other improvements increased the number of established patients receiving a primary care appointment within 30 days.



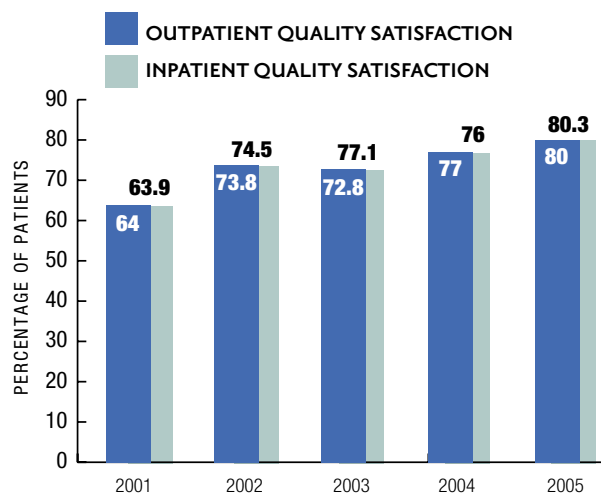
Our goals for 2006

- Improve new patient clinic wait times.
- Reduce wait time for eye care.
- Apply Advanced Clinic Access principles to expand outpatient and inpatient capacity and reduce contract care.
- Increase the use of tele-imaging and tele-pathology to enhance care delivery.
- Develop new outreach products directed at returning combat veterans.
- Identify and implement outreach initiatives to reach underserved veterans.
- Implement final CARES West Los Angeles land use plan.
- Expand sharing with Indian Health Service and Department of Defense.
- Implement a transfer process and hold referral centers accountable for the cost of non-emergent contract care.
- Provide computer access for on-line patient services at all community clinics.
- Transition to the national MyHealtheVet on-line services program.
- Expand tele-mental health to additional community clinics.
- Increase home tele-health participation to 1,000 veterans.
- Develop a comprehensive network palliative care plan.
- Meet national VA primary care provider panel size guidelines.

Satisfaction

*Exceed veteran, family
and employee expectations*

- Surveyed new veterans to determine how they heard about the VA and their perception about our facilities.
- Hired a Transitional Assistance Program coordinator to educate new veterans on VA services.
- Improved veteran inpatient and outpatient satisfaction scores.
- Gave all primary care patients a copy of *Healthwise for Life*, a medical information handbook.
- Conducted customer service expositions at all network facilities.
- Developed a communication plan to provide veteran satisfaction data to employees and patients in an understandable manner.
- Implemented a Service Recovery program at all network facilities.
- Conducted an employee survey to determine ways to reward and recognize staff.
- Implemented inpatient emotional support monitors at all facilities.
- Implemented the Affirming the Commitment (ATC) program to reinforce the contributions of veterans to this country.
- Conducted an off-tour employee survey to determine how to meet their unique communication needs.
- Completed an information technology employee satisfaction survey to determine the effectiveness of communication and overall support.
- Piloted a contract mediation program.
- Accepted 98% of mediation requests for discrimination complaints and other workplace conflicts.



Patients satisfied with care – 80% of patients are satisfied with the quality of both outpatient and inpatient care. This is up from 2004 and exceeds the VA average.

Our goals for 2006

- Identify the top three patient dissatisfiers and develop corrective action plans.
- Empower employees to address patient complaints through Service Recovery Programs at each site.
- Implement a customer service provider profiling system.
- Implement the "Best Care Anywhere Campaign" to educate veterans and employees about the quality of VA care.
- Improve inpatient emotional support scores by 5%.
- Administer the 2006 VA Employee Satisfaction Survey.
- Redesign the network internet site to better meet customer needs.
- Improve resident physician satisfaction scores by 5%.
- Develop tools to encourage patient participation in health care decision-making.
- Implement a tool to engage employees in the strategic planning process.
- Train all employees in the Affirming the Commitment program.



Workforce Development

Enhance a worker-friendly environment

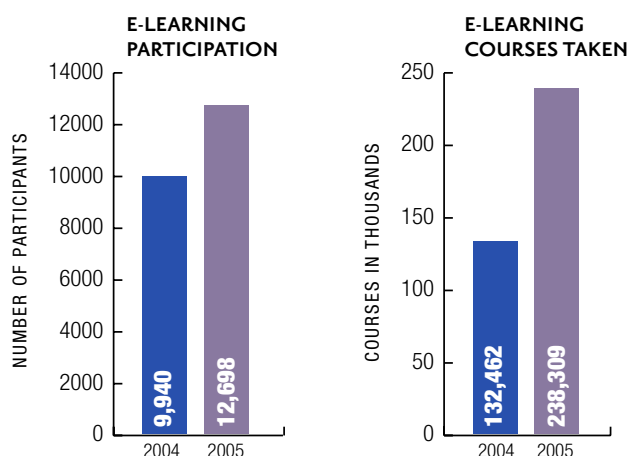
- Provided 40 hours of training to 93% of staff.
- Supported 339 goal sharing teams that involved 2000 employees.
- Established a network-wide job posting site on the network intranet site.
- Reduced workers' compensation costs by \$580,000.
- Improved timeliness standards for workers' compensation claims processing.
- Completed an employee work life/work benefits survey.
- Developed an award winning recruitment video for use at job fairs.
- Increased the number of users of the *NurseWeek* Continuing Education Program to 17,000.
- Trained 63 nurses in the Nurse Manager Training Program.
- Provided leadership training to 46 employees in the Emerging Leaders Program, and 28 in the Leadership Development Institute.
- Conducted supervisory training programs to maintain and enhance skills.
- Converted all national and network mandatory training programs to web-based e-learning format.
- Used Blackboard (blended learning educational program software) for leadership training programs with 407 registered users.
- Conducted E-Learning Fairs at all sites to introduce staff to the technology.
- Offered American Assoc. of Critical Care Nurse "Essential of Critical Care Orientation" for network-wide training of 75 critical care nurses.
- Developed a comprehensive succession plan.
- Analyzed the top 10 critical occupations and developed plans to address needs.



Our goals for 2006

- Complete a workforce analysis and update Succession Strategic Plan.
- Complete reviews of 10 critical occupations to maintain 80% or higher recruitment timeliness rates and monitor turnover.
- Develop a comprehensive recruitment plan for critical occupations.
- Maximize participation in the Technical Career Fields Program.
- Develop a strategy to address employee shortage categories.
- Expand efforts to recruit and retain nurses.
- Develop a systematic way to share best practices from goal sharing initiatives.
- Reduce workers' compensation costs by 5%.
- Develop and implement an Annual Diversity Plan.
- Administer the 2006 Employee Satisfaction Survey.

On-Line or E-Learning Increases Dramatically – E-Learning offers the ability to provide training to large numbers of employees without leaving the worksite. We hope to continue to see increases in these numbers.



Building Healthy Communities

Optimize the health of the veteran and the VA community and contribute to the health of the Nation

- Responded to calls for assistance following hurricanes Katrina and Rita.
- Participated in local and state-wide disaster preparedness drills.

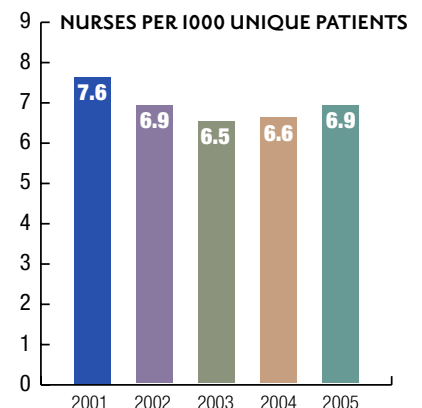


- Conducted network town hall meetings at each facility.
- Provided annual Congressional Briefing in Washington D.C. and at each facility.
- Held special community hearings on the CARES Land Use Plan for the West Los Angeles campus.
- Managed one of the largest VA research program supporting over 2,000 projects, 615 researchers and a budget of \$212.2 million.
- Conducted joint planning with the State of California for the new State Veterans' Home on the grounds of the West Los Angeles VA campus.
- Supported the California State Veterans' Homes in Barstow and Chula Vista and the Nevada State Home in Boulder City by providing inspections, consultative services and laboratory services.
- Served as the VA's single largest educator of health care professionals, training 726 medical residents and thousands of nursing and allied health students.
- Collaborated with community groups to expand services to homeless veterans.
- Championed numerous civic causes throughout Southern California and Southern Nevada.
- Conducted Community Career Fairs.
- Assisted veterans' and their families participate in the Veterans History Project.

Our goals for 2006

- Involve the community in implementing the CARES Land Use Plan for VA West Los Angeles campus.
- Provide value to the community through education and civic involvement.
- Implement targeted outreach to returning combat veterans, minorities and underserved groups.
- Plan and implement a network-wide disaster preparedness approach which addresses computer capability, communications, credentialing and privileging.
- Develop a network disaster response team.
- Conduct network-wide drills for emergency preparedness.
- Identify and assess ways to increase involvement in genomic medicine.
- Implement Indian Health Service diabetes research initiative at San Diego and Greater Los Angeles.

Nursing Numbers Increase After Decline – Implementation of an aggressive nurse recruitment program has increased our ability to hire nurses. To attract and retain nurses, an advertising campaign has been developed along with an on-line application process. Nursing pay has been adjusted to keep pace with the private sector and other recruitment and retention actions have been implemented.



MEDICAL CENTERS

**VA Southern Nevada
Healthcare System**
P.O. Box 360001
Las Vegas, NV 89036
702-636-3000

Mike O'Callaghan Federal Hospital
4700 Las Vegas Boulevard North
Las Vegas, NV 89191
702-653-2215

VA Loma Linda Healthcare System
11201 Benton Street
Loma Linda, CA 92357
909-825-7084

VA Long Beach Healthcare System
5901 E. 7th Street
Long Beach, CA 90822
562-826-8000

VA San Diego Healthcare System
3350 La Jolla Village Drive
San Diego, CA 92161
858-552-8585

**VA Greater Los Angeles
Healthcare System**
11301 Wilshire Boulevard
Los Angeles, CA 90073
310-478-3711

COMMUNITY CLINICS

Anaheim
1801 W. Romneya Drive, Suite 303
Anaheim, CA 92801
714-780-5400

Antelope Valley
547 W. Lancaster Blvd.
Lancaster, CA 93534
661-729-8655

Bakersfield
1801 Westwind Drive
Bakersfield, CA 93301
661-632-1800

Cabrillo
2001 River Avenue
Long Beach, CA 90806
562-388-8000

Chula Vista
835 3rd Avenue
Chula Vista, CA 91910
619-409-1600

Corona
800 Magnolia Ave #101
Corona, CA 92879
951-817-8820

East Los Angeles
5400 E. Olympic Boulevard #150
City of Commerce, CA 90040
323-725-7557

Escondido
815 East Pennsylvania Avenue
Escondido, CA 92025
760-466-7020

Gardena
1251 Redondo Beach Blvd., 3rd Floor
Gardena, CA 90247
310-851-4705

Henderson
2920 Green Valley Parkway
Suite 215
Henderson, NV 89014
702-456-3825

Imperial Valley
528 G. Street
Brawley, CA 92227
760-344-9085

Lompoc
338 South Dakota Avenue
Vandenberg AFB, CA 92437
805-605-2120

Los Angeles
351 E. Temple Street
Los Angeles, CA 90012
213-253-2677

Mission Valley
8810 Rio San Diego Drive
San Diego, CA 92108
619-400-5000

Oxnard
250 W. Citrus Grove Avenue
Suite 150
Oxnard, CA 93030
805-983-6384

Palm Desert
41865 Boardwalk, Suite 103
Palm Desert, CA 92211
760-341-5570

Pahrump
2100 E. Calvada Boulevard
Pahrump, NV 89048
775-727-7535

Pasadena
420 S. Las Tunas Dr.
San Gabriel, CA 91776
626-289-5973

San Luis Obispo
1288 Morro St., Suite 200
San Luis Obispo, CA 93401
805-543-1233

Santa Ana
2740 S. Bristol Street, Suite 110
Santa Ana, CA 92704
714-825-3500

Santa Barbara
4440 Calle Real
Santa Barbara, CA 93110
805-683-1491

Sepulveda
16111 Plummer Street
Sepulveda, CA 91343
818-891-7711

South Los Angeles
3737 E. Martin Luther King Jr.
Blvd., Suite 515
Lynwood, CA 90262
310-537-6825

Sun City
28125 Bradley Road
Suite 130
Sun City, CA 92586
951-672-1931

Upland
1238 E. Arrow Highway, No. 100
Upland, CA 91786
909-946-5348

Victorville
12138 Industrial Boulevard
Suite 120
Victorville, CA 92392
760-951-2599

Vista
1840 West Drive
Vista, CA 92083
760-643-2000

Whittier/Santa Fe Springs
10210 Orr and Day Road
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562-864-5565

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